



# FAA Intercom

## FAA Computers Hit Despite Code Red Alert

FAA Information Technology officials have determined how the Code Red computer "worm" infected agency computers last month and are busy implementing solutions.

The FAA knew about the "Code Red" worm weeks in advance and notified its system administrators of its presence. It also provided a program "patch" to fix any servers infected with the worm. It appears that a small percentage of the administrators either did not install the patches or installed them incorrectly.

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## Tulsa Tower — Perfection Every Day



Photo: Larry Levy

*DOT Secretary Norman Mineta addresses employees at the Tulsa Tower as Doug Murphy, Southwest Region's Air Traffic Division manager, looks on.*

## SCI Payouts Set for 2002; OSI Progress Updated

Employees covered by Core Compensation received updates about the plan's two pay elements in the past month.

It appears that, with a few important exceptions, the agency is well on the way to achieving the goals it established as prerequisites for paying out Organizational Success pay increases. That's good news for all employees, not just those covered by Core Compensation.

In a cc:Mail message to employees,  
*continued on page 12*

The numbers read like a hall-of-famer's statistics: Eight years. More than 4 million takeoffs and landings. No operational errors.

These numbers speak to the success of the Tulsa International Airport Tower in Oklahoma, which was honored last month by Secretary of Transportation Norman Y. Mineta and FAA Administrator Jane Garvey for its unprecedented record of safety and excellence.

Flash back to 1993. President Clinton was entering the first months of his presidency. *Jurassic Park* was in the movie theaters. And Tulsa Tower was beginning to establish one mammoth-sized record: the

safest and longest streak of air traffic controlling in the history of the United States.

At a ceremony to honor the tower's crew, the administrator put the achievement into perspective: "This is what we strive for in the air traffic business — perfection every day."

When Garvey asked a controller the secret of the tower's success, the controller replied simply: "It's teamwork."

Tulsa Tower's staff of 46 handles about 500,000 takeoffs and landings annually, backed by 35 technicians and managers in the Airway Facilities Division.

### In This Issue:

Read about the screener of the year, EEO award winners, an Oshkosh Lifesaver, and preventing unruly passenger behavior.



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## News in Brief

### **Government/Industry Affairs Web Site Debuts**

Employees now can track proceedings in Congress and find other legislative information on the Office of Government and Industry Affairs new Web site.

Located at [www.faa.gov/agi/](http://www.faa.gov/agi/), the site includes current hearing schedules, lists of members of aviation and appropriations committees, and copies of significant FAA legislation.

Employees also can identify which members of congress represent a particular facility by inserting the facility's address. General Accounting Office reports are accessible from the site, as well.

### **South Korea Rating Drops**

The FAA downgraded South Korea's International Aviation Safety Assessment rating to Category 2, meaning it does not comply with safety standards set by the International Civil Aviation Organization (ICAO).

The assessments determine whether foreign civil aviation authorities meet ICAO safety standards, not whether individual foreign carriers are safe or unsafe.

The rating comes at a particularly sensitive time for South Korea, which plans to co-host the 2002 World Cup soccer tournament. The South Korean government is scrambling to address issues identified in the FAA's assessment.

### **Tech Center Awards**

#### **Human Resources Contract**

The William J. Hughes Technical Center awarded a \$70 million contract to KPMG Consulting for a human resources integration system that will be used by the FAA.

KPMG will configure, install and maintain the Oracle human resources system modules used by the agency to

manage a full range of employee services, including personnel actions, training and time management.

The new systems will help the FAA meet future needs, including implementing personnel reform and maintaining regulatory requirements. The Department of Transportation is expected to field the new systems under the contract, as well.

### **NBCFAE Awards Scholarships to FAA Interns**

The National Black Coalition of Federal Aviation Employees presented \$1,000 scholarships to five students participating in the FAA's Historically Black College and Universities Intern Program.



*Taylor addresses the audience at the NBCFAE national scholarship ceremony.*

The featured speaker at the scholarship ceremony was Vincent Taylor, deputy chief of staff at the Department of Transportation, who provided his 5-point plan for success.

The recipients were Le Quan Turner (Bowie State University), working at Headquarters; Scott Caesar (Hampton University), Headquarters; Sheneil Green (Dillard University), Technical Center; John Cannon (Florida A&M University), Headquarters; and Kenneth Williams (University of Maryland Eastern Shore), Alaskan Region.

### **FAA Extends Slot Allocation at LaGuardia**

The FAA wants more time to solve delay problems at New York's LaGuardia Airport, so it has extended the temporary slot restrictions there until October 2002.

In the meantime, the FAA held a new lottery on Aug. 15 to reallocate a small number of unused slots exemptions.

Although delays at LaGuardia have eased somewhat, the issue remains complex. The FAA seeks further input from new and current airlines about how to serve small communities – as mandated by Congressional law – while holding down congestion.

In December 2000, faced with significant increases in delays from excessive demand, the FAA limited the number of Congressionally mandated slot exemptions under AIR-21 to 159 per day and reallocated these exemptions via lottery.

In the first three months after limits were imposed, LaGuardia delays plummeted 60 percent to 3,000 per month.

### **FAA Picks NEXCOM Contractor**

The FAA awarded a contract to ITT Industries Aerospace/Communications Division to provide the FAA with new digital communications equipment.

The contract marks the first phase of the FAA's Next Generation Air/Ground Communications (NEXCOM) system, which will gradually replace air traffic controllers' aging analog radios with digital radios.

Digital radio gives controllers the capability to expand their service using the limited spectrum available in the VHF aeronautical frequency band. It reduces logistical costs by replacing high-maintenance VHF radios, reduces air-to-ground radio frequency interference, enhances security and makes it possible for all pilots to use data link communication.

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## FAA Selects Screener of the Year

When completed, the digital system will enhance the FAA's ability to meet expanding air traffic control communication demands.

The contract initially is worth \$20.5 million and could be worth as much as \$580 million if all options are exercised.

### Delay Numbers Continue to Decline in June

The number of flight delays in June 2001 decreased in comparison to June 2000. This marks the fourth consecutive month that delays have declined.

The total number of delays in June dropped 17 percent in year-over-year comparisons. Generally good weather across the country has helped a lot. June also saw a more than 50 percent drop in the number of delays due to runway issues, such as construction.

Volume delays, however, increased by more than a third, despite the fact that total aircraft operations dropped by 2 percent in June 2001 compared to the same period in 2000. Still, volume delays make up a small portion — about 10 percent — of the total delays in June.

### Searching the Web for Aircraft Information

The U.S. Civil Aviation Registry Web site has a new option that allows visitors to check data on all U.S. registered civil aircraft.

Visitors may use the aircraft search option by entering the "tail" or N number of an aircraft. Searchers get the aircraft's description, the registered owner and co-owners, and additional airworthiness data about engine type, temporary registrations and modifications.

Searches may also be made by aircraft serial number, make-model, state-county, and the name of registered owners. The registry is located at <http://registry.faa.gov>.

The FAA named a worker at Kansas City International Airport its screener of the year for 2000.

Acting Deputy Administrator Monte Belger presented the award and a \$1,500 check to Sylvia A. Garcia, an employee with ITS Inc., a contractor that provides screeners for the airlines.

"All Americans, the entire traveling public, owe Garcia and the nation's 18,000 security screeners a deep debt of gratitude for their constant vigilance in keeping our skies safe and secure," Belger said.

Associate Administrator for Civil Aviation Security Mike Canavan underscored the importance of security screeners in the nation's aviation system, saying, "Screeners at the airports form the front line of defense for the flying public. Sylvia's dedication to public safety is an example for all of us who work in security."

Garcia has worked at Kansas City International Airport for four years as a pre-board screener for several airlines, including Continental, Northwest, USAirways, American, America West and Frontier. She has received numerous awards from her company and the airport, and was selected as a member of the ITS Captains Log, an award reserved for the top 5 percent of the 11,000 ITS screeners nationwide.

Garcia has passed every airline and FAA test and has a perfect detection rate. She has stopped 11 unauthorized items, including mace, toy guns and knives. Garcia is committed to customer service as well as to security, frequently using her bilingual skills to assist international travelers through the security process.

"Throughout my career, I have always tried to motivate my fellow workers by performing my work to the best of my abilities," Garcia said. She accepted the award on behalf of security employees around the country.

Every year, the average screener examines more than 300,000 bags and 150,000 passengers. Screeners detect nearly 2,000 dangerous items annually.

The FAA, Air Transport Association, Regional Airline Association, National Air Carrier Association, Air Line Pilots Association and American Association of Airport Executives sponsor this annual award to honor the best security screener from a pool of regional winners.



*Belger presents the Screener of the Year Award and a check to Garcia.*



## Controller's Tip Beats Wing Tip

As an FAA controller since 1982, David Gioffre has seen his share of near misses, but never one involving an airplane and a man.

But thanks to his quick thinking, the Toledo, Ohio, controller helped avert a near catastrophe and save the life of a coworker.

The scenario played out at this year's Experimental Aircraft Association fly-in at Oshkosh, Wis. Gioffre and his partner, Rick Polete, were working departures from a platform to the side of the runway at Oshkosh Airport. Two other members of their team were stationed at the intersection of the runway and taxiway as crossing guards.

Brian Smith, a controller from the Peoria, Ill., tower, was based in the southwest quadrant of the intersection as a crossing guard. He was busy directing two aircraft that were on the taxiway near the runway and didn't witness the drama playing out behind him until the final few dangerous seconds.

Gioffre and Polete watched as a Bellanca aircraft landed on the runway. The plane began to weave and the pilot lost control. It skidded off the runway toward the taxiway where Smith was stationed. Polete

notified aircraft to hold position while Gioffre alerted Smith over his microphone to run. Smith initially interpreted Gioffre's alert as concern over the two aircraft he was directing, which he had under control.

When Smith didn't react to his warning, Gioffre shouted to look behind him. That's when Smith saw the Bellanca headed straight for him. He weaved once and the plane weaved in his direction. Smith then began to back peddle as the plane weaved toward him again. At the last moment, Smith arched his back as if to form a reverse "C" with his body and the wing tip passed right between his chest and abdomen.

Smith figured the wing tip missed him by no more than a foot.

"Dave's yelling definitely made a big difference," Smith said, who admitted to being more embarrassed than scared immediately after the incident. He continued on with his shift for another few hours. Only afterwards did he begin to ponder the possibilities.

The pilot — a Canadian — reported his brakes had locked up. The FAA has forwarded details about the accident to Transport Canada for review.

The incident doesn't seem to have fazed either Smith or Gioffre. They both want to return next year, even though Gioffre has worked the maximum number of six Oshkosh air shows allowed for bargaining unit members.

"That's just part of Oshkosh," Smith said, referring to the incident. "You deal with it and you go from there."

Gioffre's supervisor recognized his actions with an 8-hour time off award.

## Garvey Addresses Sport Pilot, Airport Issues at Oshkosh

The big news out of Oshkosh this year was no news concerning the FAA's eagerly anticipated sport pilot and light-sport aircraft rule.



*Tom Poberezny, FAA president, and Garvey (foreground) take a ride in his experimental Volkswagen convertible with DOT Secretary Norman Mineta and Great Lakes Regional Administrator Cecilia Hunziker.*

General aviation pilots were expecting the agency to announce new certification requirements for light-sport aircraft, pilots and repairmen that would make it easier for more people to become pilots and own airplanes while increasing the safety benefit for the general public.

While reiterating her support for the new rule, Administrator Jane Garvey cautioned that pushing the rule too fast could lead to litigation down the road, an undesirable outcome for all involved. The rule is currently undergoing a cost/benefit analysis by the Office of Management and Budget.

Garvey visited the AirVenture show at Oshkosh for the fourth consecutive year and appeared before the "Meet the Administrator" question-and-answer session for the third straight year.

Garvey also was peppered with questions concerning the proposed closing of Meigs Field, a general aviation airport outside of Chicago. Garvey backed the supporters of Meigs as much as she could, but noted the FAA has little legal leverage because it has never provided grants to the airport. The decision will primarily be a local one, she told the audience.



*(From left) Gioffre, Polete, Team Leader Tim Baumer and Smith horse around in the Oshkosh Tower.*



## People

### McSweeney to Retire

Tom McSweeney, the FAA's associate administrator for Regulation and Certification for nearly three years, will retire in early October. McSweeney has been hired by Boeing as its director for international safety and regulatory affairs. Neither a replacement nor an acting associate administrator had been announced at press time.



Tom McSweeney

He headed the FAA organization that oversees aircraft certification, production approval and airworthiness; certification of pilots, mechanics and others in safety-related positions; certification of all operational and maintenance enterprises in U.S. civil aviation; development of regulations; civil flight operations; and the certification and safety oversight of some 7,300 U.S. commercial airlines and air operators.

McSweeney joined the FAA in 1974 as an engineer in the Hawthorne, Calif., Aircraft Certification Office. He managed a number of divisions before being named deputy director, and ultimately director from 1993 to 1998, of the Aircraft Certification Service.

### New European Reps Selected

The FAA has chosen new senior FAA representatives for Brussels and Rome. Pat Abdullah is the new senior representative for Brussels and Greg Joyner for Rome.

Abdullah served as assistant chief counsel for legislation and legislative attorney for about six years. In that capacity, she played a critical role in representing agency positions on issues before Congress, as well as preparing testimony for the FAA on a broad range of issues.

Greg Joyner has been serving as the secretariat member of the Surveillance and Conflict Resolution Systems Panel, and on the Global Program for Surveillance Systems at the International Civil Aviation Organization. He's provided advice and guidance to senior officials of foreign governments and helped to resolve technical and operational issues. Prior to his ICAO assignment, Joyner worked in the Office of System Architecture and Investment Analysis.

### Cost and Performance Director Named

Tim Lawler is the new director of Cost and Performance in the Office of Financial Services. Lawler has been with the agency for five years. He will be responsible for cost accounting, labor distribution reporting, and cost and performance management. He also will oversee some executive information programs, directives, forms, mail and printing, and other infrastructure programs.

### In Memoriam

*Katherine Stinson*, a pioneering woman in aviation, died July 29 in Pinehurst, N.C., at the age of 83.

Stinson graduated as the first woman mechanical engineer from North Carolina State University. In 1941, she joined the FAA's predecessor – the Civil Aeronautics Administration – as the agency's first female engineer. She later became chief of the specifications staff in the airplane division and supported crash investigations.

As president and co-founder of the Society of Women Engineers, she promoted engineering careers to women. The Los Angeles section of the American Institute of Aeronautics and Astronautics chose her as aerospace pioneer of the year in 1987.

### Memorial Established for Former Controller

Employees at the Indianapolis Center honored one of their own in June when they joined family and friends in planting a tree in the memory of Bob Rogers, an air traffic controller who died in September 2000 from brain cancer. A bench also was installed at the memorial site.

Rogers, a controller from 1982 to 2000, died at the age of 42.



*Scott Rogers remembers his uncle, Bob Rogers, during a memorial for the former controller who died last year.*



## EEO Award Winners 'E

The FAA administrator's annual awards ceremony honoring achievements in Equal Employment Opportunity (EEO), Affirmative Employment and Diversity was held Aug. 3 at FAA Headquarters.

Administrator Jane Garvey recognized 14 individuals and one team in six categories, including the new team category.

The FAA Office of Civil Rights, which coordinates the event, received 40

nominations from around the country. A panel, chaired by Laura Brown, deputy assistant administrator for Public Affairs, selected the winners.

Fanny Rivera, assistant administrator for Civil Rights, said the awards are meant to "spur others to strive toward that same level of excellence" achieved by the honorees. The winners, she said, "exemplified and exceeded" EEO standards.

Administrator Garvey noted that the strong presence of assistant/associate administrators and other senior staff in the audience underscored the importance of the awards. The winners "define excellence in a way that transcends words," she said.

She closed by saying the work of the honorees has "elevated the workplace" by adding "dignity, honor and beauty" to the work environment. This year's winners are:

### **Affirmative Employment Award**

*Joan P. Cooper*  
Southwest Region

*Miriam Vega*  
Headquarters

*Manuel Vega*  
Headquarters

*Adolfo O. Zavala*  
Northwest Mountain Region



*Affirmative Employment Award winners included (from left) Zavala, Manuel Vega, Cooper and Miriam Vega.*

### **Model Work Environment (MWE) Manager of the Year Award**

*John G. Clancy*  
Western-Pacific Region

*Janet A. Ford*  
Central Region

*Willie J. Gripper Jr.*  
New England Region

*Charles Keegan*  
Headquarters

*Madelyn Irene Sawyer*  
Western-Pacific Region



*Accepting MWE Manager of the Year Awards were (from left) Clancy, Shirley Pittman (for Sawyer), Gripper, Keegan and Ford.*





## Elevate the Workplace'



*(Left) Winners of the EEO Award were the Western-Pacific Complaints Review Team (represented from left by Clancy, Crosby, Bradford and Vicars) and Guerrero.*

*(Right, left to right) Quiles and Weiss were selected MWE employees of the year.*

### **Equal Employment Opportunity Award**

*Estella I. Guerrero*  
Great Lakes Region

#### *Western-Pacific Complaints Review Team*

Rosemary Baca	W. Michael Millen
Monica Bradford	Thomas Monahan
John G. Clancy	Sonja Morey
Judith A. Crosby	Ronald Popper
Rafael Duran, Jr.	Jan Proper
Monique France	Eric Schulstad
Gloria Ibarra	Dawna Vicars
William Lindsay	



### **Model Work Environment (MWE) Employee of the Year Award**

*Carmen S. Quiles*  
Great Lakes Region

*Rosanne Weiss*  
William J. Hughes Technical Center



### **Managing Diversity Award**

*Diane J. Wood*  
Headquarters

*Wood won the Managing Diversity Award.*



### **Civil Rights Officer/Specialist of the Year Award**

*Harold M. LeBlanc*  
(posthumous)  
Headquarters

*The late Harold LeBlanc was honored with the Civil Rights Officer/Specialist of the Year Award.*



## 'Old-Timey' Flying Helps FAA'er Fulfill Promise to a Buddy

When FAA Operations Specialist Bob O'Haver flew to Pensacola, Fla., this past June to complete the sale of an airplane, he wasn't just closing a business deal. He was fulfilling the last promise he made to a dying friend.

It was little more than a year ago that O'Haver visited Hale Wallace at his office in Marion, N.C. Wallace had been diagnosed with prostate cancer, but it had been detected too late and had metastasized.

Rattled by his friend's diagnosis, O'Haver decided to go for a prostate exam himself. "I had been having it checked right along," O'Haver said. "Rather than wait, I went early to have it checked out." As fate would have it, he learned that he, too, had developed cancer. But his cancer was caught at an early stage and surgery ended the risk.

His friend wasn't so lucky. That night in Marion, O'Haver promised to sell Wallace's Knight Twister aerobatic plane if anything happened to him. "We laughed that flying this airplane would give you cancer," O'Haver recalled. "We thought it would be a hard sell." They wound up their conversation and said goodnight to each other.

Wallace died the next morning.

With the agreement of Wallace's widow, O'Haver arranged to have the plane inspected and find a buyer. Fortunately, the plane sold itself. The Knight Twister is a famous aircraft that dominated air races during the 1950s and 1960s. It looks almost like a toy compared with many of today's aircraft. The plane has a 15-foot wingspan, is only 13 feet long and powered by a relatively small 134-horsepower engine.



Photo: Bruce Moore

*O'Haver pilots the Knight Twister to Oshkosh for the 1999 air show.*

Wallace entrusted the sale and delivery of the aircraft to his friend because O'Haver had test flown the aircraft at Wallace's request. He delivered it to the Oshkosh air show in 1999, the year Wallace won Reserve Grand Champion flying the plane.

"He was tickled by the fact that he got to show the plane off, but I had to do all the hard work," O'Haver remembered fondly.

Now he would get one last chance to fly it. He'd sold the aircraft on Wallace's widow's behalf to a pilot in Pensacola. He decided to take two days to fly south because of the plane's cramped conditions — it was designed for someone about 5 feet 3 inches tall. "There's not enough room to really hold your maps," O'Haver explained. "You can't see them in any case because the wind blows them so hard."

Navigation is accomplished by using the basics of piloting: compass, heading and time, "old-timey flying," as O'Haver likes to call it.

Did he feel Wallace was a co-pilot on this last flight? "I hope not," O'Haver chuckled. He explained Wallace was a

demanding pilot who probably would have been more concerned with the condition of the airplane than that of the pilot's.

O'Haver landed the airplane six times on the trip to minimize the amount of time he spent in the cockpit. "It's a treat to land the airplane. It's kind of like landing a piano stool. There's about that much directional control and that much cushion."

He delivered the plane to the buyer on June 8, satisfied that he'd accomplished his mission. His promise to a friend had been fulfilled. Wallace's widow got a good price for the plane. He is confident that the buyer will take care of the plane and show it off in the way it was intended. And he got one last chance to do some "old-timey flying."

"It's the kind of trip that Hale would have appreciated," O'Haver said. "He liked biplanes and wind-in-your-face conditions."





## Recognition

The **Alaskan Region** presented awards to four Girl Scouts who saved a pilot whose plane had crashed into a lake. The girls launched canoes and reached the pilot just as his plane sank. Sustina Council Director Jane Straight said the camp staff lived up to the Girl Scout motto and were real life examples for young girls of the power of women in today's world.



*FAA Airport Manager Barbara J. Johnson places a medallion on Laura Johnson, one of four Girl Scouts who rescued a downed pilot. Also recognized were (from left) Dianne Rodman, Amy von Diest and Andrea Cacek. At right is Jane Straight.*

The Experimental Aircraft Association honored **Cecelia Hunziker**, Great Lakes regional administrator, with a plaque for five years of support and goodwill. Hunziker also received a plaque from the National Association of State Aviation Officials for her support and the work she has done with them.

The Southern Region's Air Traffic Division and Regional Runway Safety Team presented a Southern Star Award to **Jeffrey S. Gilde**, a controller at Louisville-Sandiford Tower, for preventing a runway collision. The region's Air Traffic Division issues Southern Star Awards for exceptional acts of operational excellence.

The Southwest Region named the **Addison Airport Traffic Control Tower** its air traffic control facility of the year. Addison has not had an operational error in more than two years and 400,000 operations.

The Office of Air Traffic Services announced the winners of the 2000 National Facility of the Year awards. The Level 6 Tower winner was **Fort Worth Alliance Tower**; Level 7, **Fort Wayne Tower**; Level 8, **Midland (Texas) Tower**; Level 9, **Louisville-Sandiford Tower**; Level 10, **Las Vegas TRACON**; Level 11, **Boston Tower and TRACON**; Level 12, **Bay TRACON** in San Francisco, Calif.; Flight Service Station, **Dillingham, Alaska**; Automated Flight Service Station, **Anniston, Ala.**; and Air Route Traffic Control Center, **Houston, Texas**. There was no winner in the level 5 category.

The National Hispanic Coalition of Federal Aviation Employees (NHCFAE) presented awards to 13 individuals and one region during its 23rd annual training conference in Las Vegas, Nev.

The categories and their winners are: Chapter of the Year, **Southwest Region**; Member of the Year, **Yvette Munoz**; Non-member of the Year, **Joan Cooper**; Hispanic Employment Program Manager of the Year, **Roger Trevino**; FAA Manager of the Year, **Douglas Murphy**; Supervisor of the Year, **Larry Viselli**; NHCFAE Officer of the Year, **Martin A. Otero**; Presidential Awards, **Steve Atkinson**, **Therese Baty**, **Harrison Boller**, **Jose Joga**, **David Leach**, **Barbara Silva** and **Anthony Rodriguez**.



*Among the winners of this year's NHCFAE awards are (from left) Larry Viselli, Roger Trevino and Doug Murphy.*

The Office of Environment and Energy presented excellence awards to four employees: **Howard Kernodle** for natural resource conservation; **Nastaran Coleman**, mitigation of environmental impacts; and **Theresa A. Flieger** and **JoAnn Napolitano** for excellence in FAA operations.



*Administrator Garvey is flanked by the winners of AEE's excellence awards: (from left) Kernodle, Coleman, Flieger and Napolitano.*

Career Communications Group, which publishes *US Black Engineer* and *Hispanic Engineer*, recognized **Sheila Franklin-Smallwood** at the William J. Hughes Technical Center as one of the "Technology All-Stars in Government and Defense."

NASA gave its group achievement award to the Aircraft Vortex Spacing System (AVOSS) team, of which the **Dallas/Fort Worth Tower and TRACON** is a member. AVOSS is designed to measure and predict wake vortex characterization and behavior patterns.

**Richard Micklos**, a mechanical engineer at the William J. Hughes Technical Center, has been selected to participate in the Commerce Department's Science and Technology Fellowship Program.



## United, FAA to Focus on Unruly Passenger Behavior

United Airlines has agreed to work with the FAA to educate airline passengers about unruly passenger behavior on aircraft.

United will insert an FAA leaflet, entitled, "Safety is Everyone's Responsibility," into airline ticket jackets issued at Denver, Washington Dulles, Los Angeles, Chicago O'Hare and San Francisco airports.

The leaflet outlines the penalties for unruly passenger behavior and the consequences of interfering with flight crewmembers. Threatening, intimidating or

physically assaulting flight crewmembers, or engaging in other unruly behavior, is subject to civil and criminal penalties.

The idea for the brochure originated with Denise Hudson, a cabin safety inspector at the Denver Certificate Management Office. With support from her boss, Jim Edwards, and FAAers Stokes Anderson and Chuck Hicks, the proposal moved up the FAA ladder.

Hudson and Edwards mentioned the idea to Ed Soliday, United's head of corporate safety and security, who felt the idea was worth pursuing as a team effort.

Jack O'Brien, a staff representative for in-flight safety at United, coordinated the effort with members of the FAA and United's customer service group. "It shows passengers that industry and the government are committed to work together to address this issue," O'Brien said.

## FAA Servers Felled by Computer Virus

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The FAA's system also was infected through desktop and laptop computers on which virus scans had not been run. The FAA is looking into the possibility of developing agency-wide virus scans that could solve this problem.

While less than 1 percent of the agency's administrative systems were affected — and no air traffic control systems were compromised — Dan Mehan indicated that "a relatively small number of infected systems can still cause a lot of concern."

Mehan, chief information officer and assistant administrator for Information Services, believes the agency's experience with the Code Red worm will serve as an important notice to employees that their diligence is the first line of defense against future viruses.

"The awareness and cooperation of all employees is the best way to fend off future cyber attacks," he said.

The worm hit FAA Headquarters on Aug. 21, forcing the agency to close off its Web site from outside users and interrupting Internet service within Headquarters. The Mike Monroney Aeronautical Center and the William J. Hughes Technical Center, along with various regions, were affected as well.

A worm installs a back door that leaves infected machines open to future exploitation, according to *Government Computer News*. Code Red unleashed what might be best described as a cyber flood, causing infected computers to send out automatic messages at extremely high rates. The FAA's firewall, which filters all messages going in and out of the agency, was quickly overwhelmed. As the day progressed, more infected computers were identified.

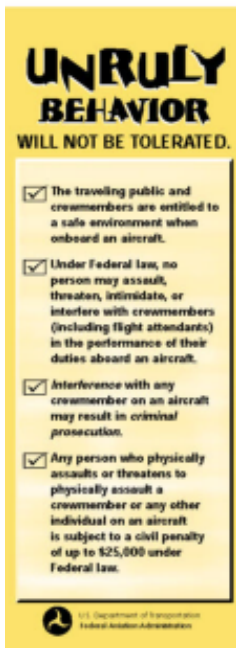
Because the FAA's Internet system was busy trying to handle the bombardment of messages, it could not accommodate other requests.

In response to the worm, the FAA blocked off access to the agency's home page and any incoming e-mail messages via the Internet. Employees remained able to send cc:Mail messages. Information technology officials throughout the agency were immediately alerted and teleconferences were held every three hours to assess and correct the situation.

There was a lapse in communication to employees and customers overall, however. Only one cc:Mail message to employees was sent indicating that there was an unknown problem that would take a few hours to fix. Mehan said that was one of the lessons learned from this incident. "We have a better view now of what we tell the broader community if there are future problems."

Despite the insidiousness of the virus, Internet service at Headquarters was restored early on Aug. 23, less than two days after the initial impact. Some of the affected regions fixed the problem earlier.

"We discovered this virus more quickly and fixed it faster than we would have a year ago," Mehan said. "But while we're a lot better than we were, we're not as good as we need to be."



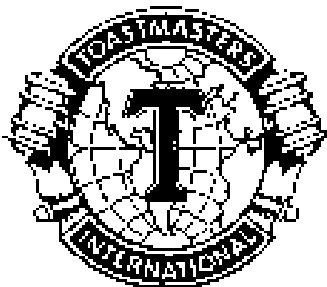


## Back to Headquarters

### Cure Your Public Speaking Blues

Do you dislike speaking in front of an audience? Do you go blank and forget what you were supposed to say while in front of a crowd?

The FAA Toastmasters invite employees to practice public speaking in a supportive environment with other employees. Alberta Brown, Toastmaster's vice president for public relations, said the meetings are fun, well planned, have an agenda and end on time. "How long has it been since you've been to a meeting like that?" she asked.



Participants do not have to give a speech until they feel they are ready. By just showing up, participants can hear interesting speeches. Well-known FAA communicator Gerald Lavey (of AOA Highlights and head of the VOICE group) used to be president of the Headquarters' branch of the club.

FAA Headquarters' branch of Toastmaster's goes by the name, "FAA Speedmasters." It meets the first and third Tuesday of every month from noon - 1 p.m. in Room 8AB.

For more information or a copy of the FAA Speedmasters newsletter, contact Brown at x78321.

### Fore!

The 8th annual FAA/industry golf tournament is scheduled for Oct. 3 at the Shenandoah Valley Golf Club in Front Royal, Va.

The main event - an 18-hole scramble - starts at 1 p.m. Optional individual stroke play begins at 8:15 a.m.

The scramble costs \$80 and the combination scramble/individual stroke play costs \$110. The fee includes carts, range balls, prizes, breakfast, box lunch, dinner and tournament gift.

The deadline for entries is Sept. 15th. For more information, contact Dave Knorr at (202) 220-3357, or via e-mail at [dave.knorr@faa.gov](mailto:dave.knorr@faa.gov).

### Section 508 Discussion Slated for October

An official from the U.S. Access Board will visit the FAA on Oct. 9 to answer questions about the Section 508 law, which requires federal agencies to make their electronic and information technology equipment and systems accessible to persons with disabilities.

Doug Wakefield will appear in the Bessie Coleman room at 10 a.m. to discuss such areas as software and operating systems, Web-based Intranet and Internet applications, telecommunication products, video and multimedia equipment, desktop and portable computers, among others.

The Access Board is an independent federal agency focused on the issue of accessibility for people with disabilities.

### Family Fun at Dulles

Washington Dulles International Airport holds its annual Dulles Days festival on Sept. 15 from 11 a.m. - 4 p.m. The Smithsonian's National Air and Space Museum opens its normally off-limits hangars to exhibit the Space Shuttle Enterprise and SR-71 Blackbird, along with many other aviation artifacts.

Enjoy the annual plane pull, as well as rides, games, exhibits and live music. Free parking will be available.

Visit [www.nasm.edu/membership](http://www.nasm.edu/membership) and click on "Coming Events" for more information.

### Getting the Munchies?

Daily breakfast and lunch menus for the Headquarters cafeteria now can be viewed at [www.asu.faa.gov/](http://www.asu.faa.gov/). Click on ASU-400 and then "FAA Cafeteria."

Employees with food allergies should contact Mary Jo Sierco at 488-1153 for more information.

### Headquarters NBCFAE Presents Scholarships

The Headquarters branch of the National Black Coalition of Federal Aviation Employees presented 10 students with \$1,000 scholarships.

The recipients were Geneen Taylor, Chatham College; Jennifer Armstrong, University of Miami; Linda Jennings, Bennett College; Dorothea Fowlkes, Sojourner-Douglass College; Monica Jackson, Quincy University; Pamela Simmonds, University of Miami; Joel Patton, Johnson and Wales University; AnnMarie Anderson, Wilson College; Marcus Newsome Jr., Howard University; and Erin Froome, Virginia Tech.



*Jennifer Armstrong, daughter of FAAR Cliff Armstrong, demonstrates her talents on the viola during the NBCFAE scholarship ceremony.*



## Agency Makes Progress Toward its 2001 Goals

*continued from page 1*

FAA Administrator Jane Garvey updated employees about progress the agency has made in the first half of the year toward achieving its goals for 2001.

The first Superior Contribution Increase payouts, meanwhile, will be made in December 2002, rather than December

The second group, comprising about 45 percent of eligible employees in an organization, would receive an SCI-2 increase, an OSI plus a 0.6 percent increase in base pay.

Many managers said they need training to provide coaching and feedback

**Safety:** Safer Skies Program has reduced the number of controlled-flight-into-terrain accidents, but the number of runway safety incursions and operational errors remain too high.

**Security:** No incidents have been reported and new technology continues to be installed to deal more effectively with the ever-changing threat. Two rulemaking actions are being developed to help improve screener performance.

**System efficiency:** The number of delays has declined four straight months compared to last year. The Operational Evolution Plan announced earlier this year lays out what the agency and industry must do to build capacity and reduce delays.

**Fiscal responsibility:** Air Traffic Services uses cost accounting to analyze trends and understand the full cost of providing ATC services. The agency is on track to have labor distribution reporting fully implemented by the end of 2002.

**Customer satisfaction and employee morale:** Results from the 2000 NPR Customer Satisfaction Index and the Employee Attitude Survey showed there is much room for improvement. The results remain much the same as those recorded in earlier surveys.



2001. The funds set aside for the December 2001 SCI will be added instead to the funds available for the 2001 OSI.

### SCI Payouts Rescheduled

The agency recently completed a trial run of the SCI process. Managers expressed appreciation for the SCI pilot and the chance to get acquainted with the process. "It gave them a pretty fair idea of what was in store," said Harry Olmsted, personnel specialist in the Office of Human Resource Management.

Olmsted said feedback from managers and supervisors was extensive and many suggestions are being considered.

For instance, many managers wanted to simplify the processes and tools used to determine SCI payouts because they thought they took too much time to complete. They thought that employees' contributions could be determined with simpler tools and a more streamlined process.

Other suggestions were centered around whether the number of employees receiving SCIs and the amount of the SCI payouts are appropriate.

As currently planned and tested during the trial run, SCI payments would be made to two groups of employees. About 20 percent of employees under Core Compensation would receive an SCI-1 increase, which is the OSI increase plus 1.8 percent in base pay.

to employees, as well as to implement the actual SCI process. They also said more communication is needed to provide detailed information about SCI criteria, the mechanics of the program and how SCI relates to the agency's new performance management system.

### Agency Pursues OSI Goals

While the agency has moved steadily toward its goals in the areas of system efficiency – where the number of delays has dropped – financial management and security, it continues to battle a rise in operational errors and runway incursions.

The administrator provided the following assessment of FAA goals:

## FAA Intercom

**Diane Spitaliere**  
Manager, Media and  
Internal Communications Division

**Jim Tise**  
Editor  
Tel.: (202) 267-3443  
Fax: (202) 267-5965

**Barbara Downs**  
Editorial Assistant

Published monthly by  
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Office of Public Affairs  
Media and Internal Communications  
Division, APA-300  
800 Independence Avenue, SW  
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For circulation/distribution questions,  
call (202) 267-8735